

# DREAM BLINDS Terms & Conditions

## Website Content

- **Dream Blinds** may, at any time, add or remove content from [www.dreamblinds.com.au](http://www.dreamblinds.com.au) without notice.
- Any information or content published on this website must be read subject to these terms of use.
- Although **Dream Blinds** uses its best endeavour to confirm the accuracy of any information published on this website, you agree that **Dream Blinds** can not be held responsible for inaccuracies or errors caused by incorrect information supplied to **Dream Blinds** or by manufacturers or suppliers changing product specifications without notice to **Dream Blinds**. You agree to make your own inquiries to verify information provided and to assess the suitability of products before you purchase.

## Cancellation By Us

**Dream Blinds** reserve the right to cancel your order if we have insufficient stock or if the goods were listed at an incorrect price due to an error in the pricing information made by us or received from our suppliers. If we do cancel, we will notify you by phone and will refund any deposit as soon as possible within 30 days of your order. We will not be obliged to offer any additional compensation for any reason.

## Right to Cancel or Change Your Order

As all products are custom-made and the manufacturing process will begin after a set period of 24 hours, you are only able to cancel or change your order by contacting us the next business day (Monday to Friday) from placement of order. We do not accept any returns, cancelled or exchange orders after 24 hours of placing your order. As all orders are custom-made, we can't accept the liability of changing your mind after this point.

If a cancellation of the order is required within 24 hours period of placing the order, an administration fee of \$100.00 will be retained to cover time taken for data entry of factory worksheets, tax invoicing, and refunding of monies. The remaining balance will be credited to Your Bank Account or Credit Card within 7 days our electronic transfer. We can't be held responsible for Internet Banking transfer delays.

## Measurement

We custom-make your blinds using the measurements we take or that are provided. If you do provide measurements to us, please take care with how you do this. Measurements should always be in Millimeters (mm's). Measure the width first followed by the height (width x drop). Measure all windows even if they appear to be the same size. If the window size or other details provided by the customer are inaccurate, we can't accept responsibility for this.

## Matching

We will do our best to ensure that all blinds fit as precisely as possible. As all blinds are made from individually manufactured pieces of material or fabric, we cannot guarantee an exact match for multiple blinds fitting close to one another. Payments will not be refunded if you intend fitting two or more blinds very close to another and expect a perfect match.

## Payment

All payments must be made in full prior to delivery. Payments must be made via EWAY, EFT or PayPal secure payment gateway facilities accessible via the website and will be subject to any terms and conditions of these providers.

## PayPal and Credit Card Fraud

**DREAM BLINDS** does not have an obligation to provide customer credit card information to verify the authenticity of the entire transaction. As the payment transaction is between the customer and the company, we can't verify the authenticity of a credit card, for example, if the use of other third-party credit card payment behaviour occurs after the payment, we will not return or provide any repayment. To the extent permitted by law, **DREAM BLINDS** will not be responsible for any damages or consequential losses (whether direct or indirect) suffered by a user where a credit card or PayPal account is fraudulently used or is used in an unauthorized manner. If our website incurs system damage, or faces damage by hackers which alter online valuations, we do not accept liability. If, as part of a normal quote process, an error occurs which results in any overcharge, we will return funds to the purchaser within 30 days. If this leads to less than the normal quote, the customer must fill in the online form paying the balance difference before

we continue with manufacturing. We will not provide any compensation as a result of receiving incorrect information from a customer.

## **Delivery**

**DREAM BLINDS** provide free delivery of Venetian, Vertical and Roller blinds for orders over \$500 or more. Customers must provide a specific delivery address. Delivery times are Monday to Friday between 9am to 5pm or Saturdays 10am to 4.30pm. **DREAM BLINDS** use outside Freight companies to deliver your orders and cannot be held responsible for any delays that may occur once the goods have left our premises. Whilst we shall use reasonable endeavour to meet the delivery date specified on 'Your Order' confirmation, we need to align to the date given to us by the freight company. **DREAM BLINDS** highly recommends that you take out the optional delivery insurance offered at our checkout.

**DREAM BLINDS** will not be held responsible for goods that you receive damaged in transport or lost if they have not been insured. If you live in a remote country area or Island, we can not guarantee that the freight forwarder will be able to deliver to your home and you may need to collect from their dispatch center.

If you have any questions on delivery, please contact us so we can ask the freight company to confirm delivery first. After confirmation of receipt, if you have any questions, please contact us within 48 hours, Mobile: 0406998570.

## **Secure Data and Transmissions**

Given the nature of the Internet, **DREAM BLINDS** cannot guarantee that any data transmission is totally secure and free from viruses, fault or other conditions that could damage or interfere with your computer systems. **DREAM BLINDS** does not warrant that your access to the website will be uninterrupted, error free or that any defects will be corrected. Whilst **DREAM BLINDS** and its third parties take precautions to protect information, **DREAM BLINDS** does not warrant and cannot ensure the security of any content or information you transmit via the website. You therefore transmit to the website at your own risk. However, once **DREAM BLINDS** or its third party receives your transmission, **DREAM BLINDS** and its third parties will take reasonable steps to preserve its security. If you become aware of any problems with the security of the website, please contact us immediately. You must take your own precautions to ensure that the process which you use to access the website or any website does not expose you to the risk of viruses, malicious computer code or other forms of interference which may damage your own computer system. Neither **DREAM BLINDS** nor its third parties will accept any responsibility for any interference or damage to your own computer system which arises in connection with your use of this website, any website or any linked website.

## Events Beyond Reasonable Control

We accept no liability for any failure to deliver goods to you or for any delay in doing so. This includes any changes to the delivery date or for any damage or defect to goods delivered caused by any event or circumstance beyond our reasonable control which include but are not an exhaustive list: third party default, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, theft or any type of explosion or accident.

## Privacy and Personal Information

- Our Privacy Policy is available on the website and explains how your personal information is collected and managed in accordance with the National Privacy Principles of the Privacy Act 1988 (CTH).
- The privacy of your personal information is important to **DREAM BLINDS**.
- **DREAM BLINDS** and its third parties may collect personal information directly when you place an order, or when you contact [dreamblinds.outlook.com](mailto:dreamblinds.outlook.com). Personal information may include your name, residential and/or postal address, telephone number and e-mail address.
- Your personal information is not collected if you only browse this website.

## Consumer Guarantee

**DREAM BLINDS** have a duty to provide you with the product you ordered. If a part or component is missing or incomplete, we will replace it as quickly as possible in accordance with the Consumer Guarantee. A refund will only be given if we can't replace or repair the item. **DREAM BLINDS** will incur any fee that is outside of the standard charge quoted by our installers. We use only high quality components and fabrics to ensure years of trouble-free operation from your blinds. Every blind is quality checked before leaving our factory. If however, things go wrong, we guarantee all our blinds for a period of one year against defects and faulty workmanship. If a fault occurs within this guarantee period, it will be our sole decision whether to repair or replace the blind, or to refund the customer. This guarantee does not cover faults arising from incorrect fitting by the customer or from problems arising from abuse or damage caused to the blind.

## **Outside the Guarantee Period**

IMPORTANT! The slats in wooden Venetian Blinds are sometimes prone to warping. This is a natural feature of wooden blinds and is not considered a fault, hence this type of defect is not covered under warranty. Please note that we cannot guarantee Wooden Venetian Blinds when fitted in sunrooms or conservatories, where sustained high temperatures can lead to slats warping. We would instead advise on using a wood effect, for example, PVC Venetian Blinds, which are suitable for very high temperatures as well as more humid conditions.

## **Warranty Claims Notes**

- The warranty period starts once the customer has received the goods.
- If you submit a claim, you must produce the original invoice or a similar proof of purchase document that states the purchase date and price.
- You must provide a photo of any damaged blinds for us to investigate your claim
- The customer is liable for all costs for return postage, transport and freight, any expenses, plus hiring tools and insurance.